

## Description of Potential Scope of Work Elements

**Background:** During the past four years DCLU has designed and begun to implement an education strategy based on a constellation of 13 competency areas. The curriculum is designed to support development of employee knowledge and skills as the department makes changes in business processes and tools. The strategy reflects

- Four categories of training: general, basic, specialized/technical and, (for manager/supervisors) leadership
- For each job title; a "highway" or curriculum map that relates to training for development of identified job competencies

**Assumptions:** All courses will be developed and customized to meet the specific needs of DCLU for the purpose of on-site retention and reuse.

Course	Description
<b>WORK GROUP: Site Team Course Work/Planners/Routing</b>	
Curriculum for certificate program for Temporary Erosion Sedimentation Control	<u>Course materials revision and development (hours to be determined):</u> Contractor will work with DCLU staff/Subject Matter Experts to revise, integrate and format existing course materials from several training sources (WashDOT, Association of General Contractors, Seattle DOT). The revised training materials will reflect requirements state law has imposed on contractors to control erosion and sedimentation run off from construction sites in an urban setting. Audience for the curriculum is DCLU Site Inspectors. Course contents will anticipate the use of an internal DCLU instructor.
<b>WORK GROUP: Electric</b>	
Grounding	<u>Course development and instruction (8 hour course):</u> This new course will be developed to ensure participants understand general requirements for grounding and bonding of electrical installation. Upon completion of this course, participants should be able to: <ol style="list-style-type: none"> <li>1. Explain installation requirements for systems, circuits and equipment to be grounded.</li> <li>2. Explain the importance of the circuit conductor to be grounded.</li> <li>3. Recognize the options for grounding connection points.</li> <li>4. Identify types and sizes of grounding, bonding conductors and electrodes.</li> <li>5. Identify the various methods of grounding and bonding.</li> <li>6. Recognize and understand the conditions under which guards, isolation, or insulation may be substituted for grounding.</li> </ol>
Electrical Safety	<u>Course design and development for possible in-house instruction (est 2-6 hour course):</u> A new course to address electrical construction safety related to field inspections for high voltage, medium voltage and line voltage.
Sign Staff New Highway	<u>Curriculum development and course design:</u> Contractor will work with staff/Subject Matter Experts to revise and expand the existing curriculum for the Sign Inspector's "highway". The revised "highway" will include the billboard registration program.

Course	Description
Dealing with Difficult Customers	<u>Course development and instruction</u> (6 hours): Contractor will work with DCLU staff/Subject Matter Experts to incorporate scenarios and to tailor contents of an existing course to audience, DCLU activities and workplace. Particular emphasis is on communications in difficult circumstances and provision of excellent service. Initial audience is employees at front-counter in Applicant Service Center. Course contents will anticipate the use of an internal DCLU instructor
Advanced GIS	<b><u>Deleted from scope of work</u></b>
Single Family Plan Review Series	<u>Course materials development</u> (est. 30-40 hours): Assist DCLU staff/Subject Matter Experts in design, documentation and formatting of a series of technical seminars into the presentation format of the education strategy. Specific course offerings will include work in selected technical and code-related topics. Course contents will anticipate the use of an internal DCLU instructor
<b>WORK GROUP: Courses for Building Inspectors</b>	
Customer Service Skills for Inspectors: Part 1 (Customer Services Techniques) Part 2 (Communications and Conflict Resolution)	<u>Course design and development</u> (est. 8 hours): A new course to address customer service skills, communications and conflict resolution skills/techniques for building construction inspectors who are interacting with customers in the field. Instructor will work with DCLU staff/Subject Matter Experts to incorporate scenarios and to tailor contents to audience and DCLU activities and workplace. Course contents will anticipate the use of an internal DCLU instructor.
<b>WORK GROUP: Course Development and Design for HR and Training and Education Unit</b>	
Update on EEO laws, discrimination issues	<u>Course revision</u> (12 hours): Update two existing courses to reflect current case law applicable to DCLU/city setting. Audience is managers and supervisors. Course contents will anticipate the use of an internal DCLU or City instructor.
Facilitation Skills for Public Meetings	<u>Course design/development</u> (est. 8 hours): Building on general facilitation techniques, this new course will address skills needed by DCLU employees and citizen members of Design Review Boards who conduct public meetings designed to obtain public comment/input on controversial development projects. Course contents will anticipate the use of an internal DCLU instructor to train community Board members.
Performance Management Workshops to support department-wide implementation	<u>Course development/revision</u> (est. 12 hours): Courses will expand on/revise content from existing workshops that were created to develop skills in establishing performance expectations, assessing employee performance, giving and receiving feedback, and additional skills related to implementing a performance management system. Course audience will include managers, supervisors and employees. Course contents will anticipate the use of an internal DCLU instructor

Course	Description
Manager/supervisor series (update – contents to be determined)	<u>Course design, development and instruction</u> (est. 10 courses of 4 hours each): Contractor will consult with DCLU leadership liaison in order to design a managerial and leadership series responding to the mission and vision of a new leadership team. Focus on strategic planning, implementing systems and process improvements, decision making, etc., as deemed appropriate.
Interviewing Basics	<u>Course materials design, development and possible instruction</u> (est. 4-8 hours): Instructor will work with staff/ Subject Matter Experts to create a new course, incorporating scenarios and tailoring contents to audience and DCLU activities and workplace. Anticipated immediate audience is front-counter staff in work unit responding to general public inquiries. Course contents will anticipate the use of an internal DCLU instructor.

<b><i>WORK GROUP: Course Development and Design for Operations</i></b>	
Building Code for Construction	<u>Course materials development</u> (est. 16 hours): Assist DCLU staff/Subject Matter Experts in design, documentation and formatting of a technical seminar series into the presentation format of the education strategy. Specific course offerings will include work in selected technical and code-related topics. Course contents will anticipate the use of an internal DCLU instructor.
<b><i>WORK GROUP: Course Development and Design for the Public Resource Center</i></b>	
Writing Public e-mails	<u>Course design and development, possible instruction</u> (est. 4-8 hours): Instructor will work with Subject Matter Experts to develop a new course, incorporating scenarios and tailoring contents to audience and DCLU activities and workplace. Audience is front-counter staff in work unit responding to general public inquiries. Course contents will anticipate the use of an internal DCLU instructor
<b><i>WORK GROUP: Course Development and Design for Long Range Planning</i></b>	
New Highway for Planning staff	<u>Course design and possible course development</u> (course hours to be determined): With transfer of regional and comprehensive planning functions to DCLU in 2003, consultant will work with Subject Matter Experts to design new or revised training “highway” related to planning functions and skills.
<b><i>Special Projects</i></b>	
Consultation to Training Unit and training and education Advisory Board	Periodic hourly consultation, as requested, to evaluate, strategize, and support implementation and oversight of the education strategy.